

CITY COUNCIL AGENDA ITEM COVER MEMO

Agenda Item Number _____

Meeting Type: Regular

Meeting Date: 4/26/2012

Action Requested By:
Animal Services

Agenda Item Type
Motion

Subject Matter:

Animal Services Dispatcher Position

Exact Wording for the Agenda:

Request for approval to advertise and fill one (1) position of Animal Services Dispatcher, Grade 9.

Note: If amendment, please state title and number of the original

Item to be considered for: Action

Unanimous Consent Required: No

Briefly state why the action is required; why it is recommended; what Council action will provide, allow and accomplish and; any other information that might be helpful.

This approval is being requested because few or no applicants would be received when advertised within all City departments.

Associated Cost: n/a

Budgeted Item: Yes

MAYOR RECOMMENDS OR CONCURS: Yes

Department Head: _____



Date: 4/18/2012

**Animal Services Dispatcher**Class Code:
4030CITY OF HUNTSVILLE
Established Date: Mar 1, 2007
Revision Date: Jun 24, 2011**SALARY RANGE**

\$12.87 - \$18.73 Hourly
\$1,029.60 - \$1,498.40 Biweekly
\$2,230.80 - \$3,246.53 Monthly
\$26,769.60 - \$38,958.40 Annually

NATURE OF WORK:

This is specialized communications work receiving and dispatching messages on an assigned shift in the dispatch room of the Animal Control Department.

Work involves operating a base communication station with multiple channels and frequencies; receiving, prioritizing, dispatching and processing of calls and messages from and to Animal Control Officers; controlling transport vehicles in the field; and computer data entry. Assignments are received through calls, verbally, or in writing from a Animal Control Field Supervisor. The employee works independently in carrying out routine work assignments referring unusual circumstances to a Supervisor. Additional guidance is provided through Dispatcher policies and procedures, federal, state, and local laws, Animal Control Ordinance 95-693, humane organizations' guidelines, and Departmental and City policies and procedures. Work is reviewed through logs, records, and reports for accuracy and compliance with established policies and procedures. No supervision is exercised over others.

ESSENTIAL AND MARGINAL FUNCTIONS OF WORK:

Responds to telephone calls for assistance in Animal Control matters; prioritizes service request; utilizes standard operating procedures to transmitting orders to and from Animal Control transport vehicles and officers; determines the proper number of units to dispatch; calls the police at the direction of the Animal Control Officer; monitors the location of all officers.

Notifies supervisors of emergency calls as required; maintains radio contact with units in the field.

Maintains logs of all radio transmissions; documents time, duration, and message; performs data entry on all written complaints; perform filing; distributes information to the public; and refers calls to the proper office in the Animal Control Center.

Maintains a constant knowledge of available units; keeps current information on streets through street indexes.

Answers telephones and relays information.

Operates a computer, multi-phone system, 800 mhz base radio, truck, animal traps, and

standard office equipment, while performing essential functions.

Communicates with Ark Inc., Madison County Animal Control, the Health Department, Vector Department, Huntsville Police Department, Huntsville Fire Department, and Madison Police Department regarding lost, found, and unwanted animals, rabies control, and to receive or exchange information on animal related issues.

Requires regular and prompt attendance plus the ability to work well with others and work well as a team.

MARGINAL FUNCTIONS OF WORK:

Monitors the weather channel; alerts officers of adverse weather conditions.

Transports revenue to Finance Department.

Receives turned in animals from citizens; completes all necessary paper work.

Assists license clerks with rabies receipts.

Transports specimens to the Health Department.

Logs information on lost or found animals.

Educates the public via telephone.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Some knowledge of telephone and radio communication techniques, methods, policies, and procedures.

Some knowledge of Huntsville street systems and geography of the community.

Some knowledge of transport zones and boundaries.

Ability to develop skill and speed in the operation of radio and telephone equipment.

Ability to remain calm in emergency situations.

Ability to maintain records as required.

Ability to perform data entry and operate a computer and applicable software.

Ability to communicate effectively, both verbally and in writing.

Ability to deal tactfully with irate citizens.

Ability to operate a computer, multi-phone system, 800 mhz base radio, truck, animal traps, and standard office equipment while performing essential functions.

Ability to communicate with Ark Inc., Madison County Animal Control, the Health Department, Vector Department, Huntsville Police Department, Huntsville Fire Department, and the Madison Police Department on animal related issues.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

High school diploma from a school accredited by a regional accrediting agency recognized by the U.S. Department of Education or GED certificate issued by the appropriate state agency; some experience in dispatching, radio procedures, and general clerical work.

WORKING ENVIRONMENT:

Work is performed in an office environment at the Animal Control facility. Work exposes the employee to hazards associated with traffic and vicious animals that could carry rabies.

PHYSICAL DEMANDS:

Work requires the physical ability to sit for extended periods of time answering telephones and dispatching Officers and the ability to perform light to moderate lifting of animal traps, supplies and materials.

NECESSARY SPECIAL REQUIREMENTS:

A valid Alabama driver's license is required.